\* .

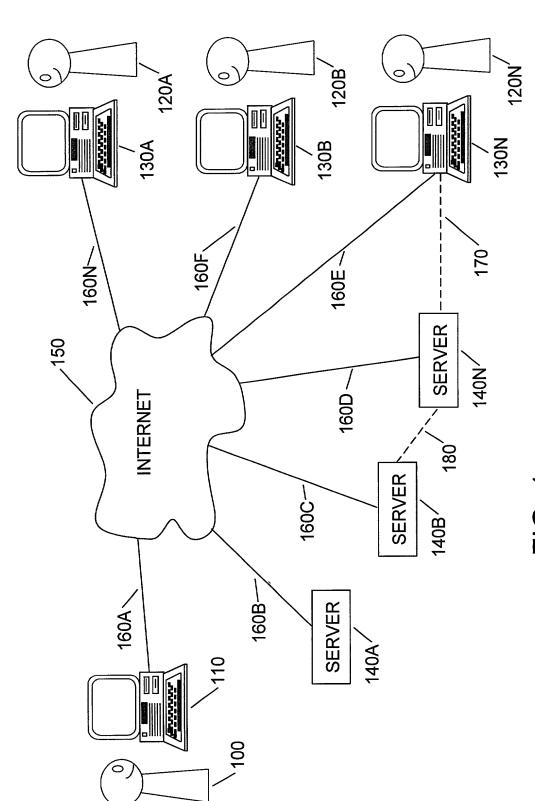
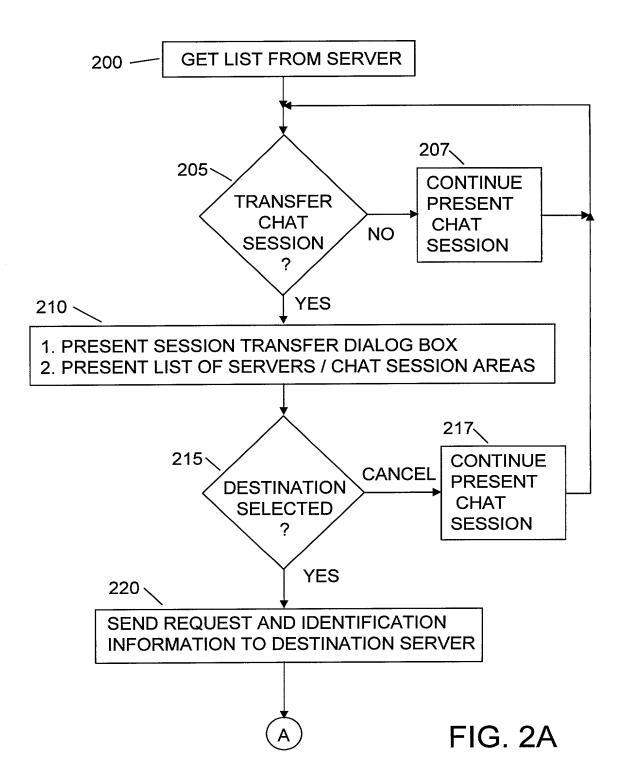


FIG. 1



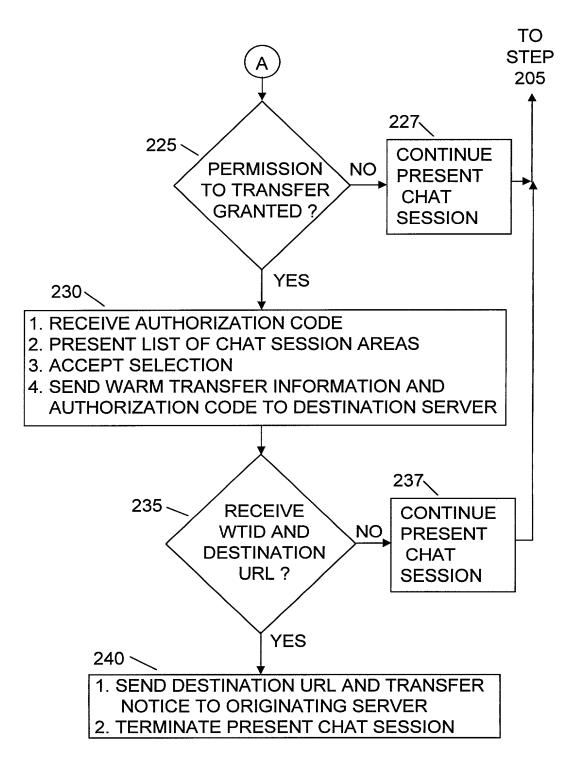
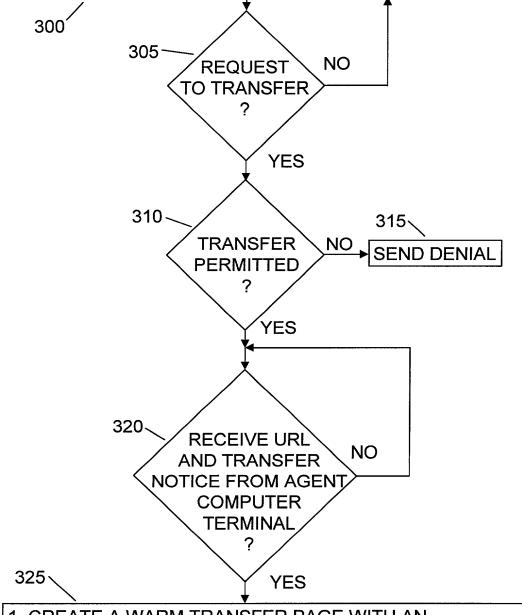


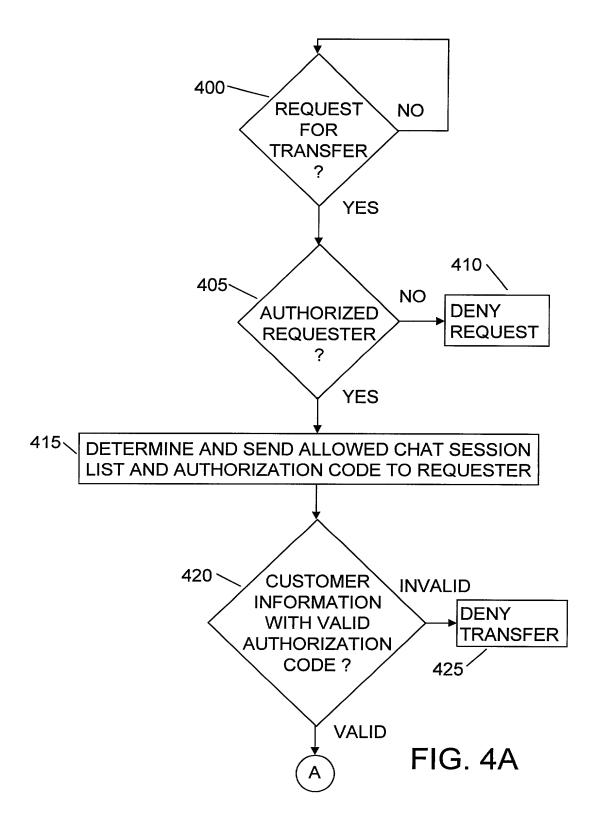
FIG. 2B

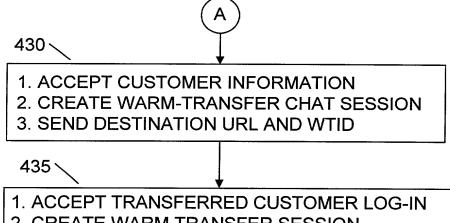
- 1. ACCEPT CUSTOMER LOG-IN AND SEND MINI-APPLICATION TO CUSTOMER'S PC
- 2. ACCEPT AGENT LOG-IN AND SEND LIST TO AGENT'S PC



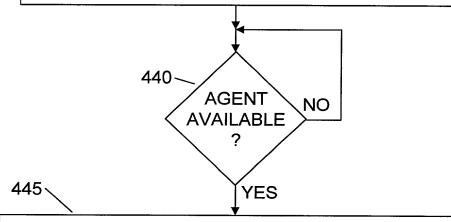
- 1. CREATE A WARM TRANSFER PAGE WITH AN EMBEDDED "REFRESH", DESTINATION URL, AND WTID
- 2. SEND WARM-TRANSFER PAGE TO CUSTOMER

FIG.3





- 2. CREATE WARM TRANSFER SESSION
- 3. VALIDATE CUSTOMER INFORMATION
- 4. NOTIFY QUEUE MANAGER OF TRANSFERRED **CUSTOMER (AND TERMINATE WARM** TRANSFER SESSION)
- 5. QUEUE MANAGER PLACES TRANSFERRED CUSTOMER IN PROPER LOCATION IN QUEUE



- 1. (CREATE A WARM TRANSFER PAGE WITH AN EMBEDDED "REFRESH" AND WITH THE REFRESH URL)
- 2. (SEND WARM-TRANSFER PAGE TO CUSTOMER)
- 3. BEGIN TRANSFERRED CHAT SESSION

FIG. 4B

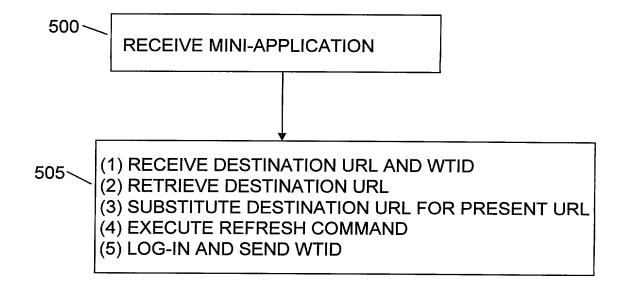


FIG. 5

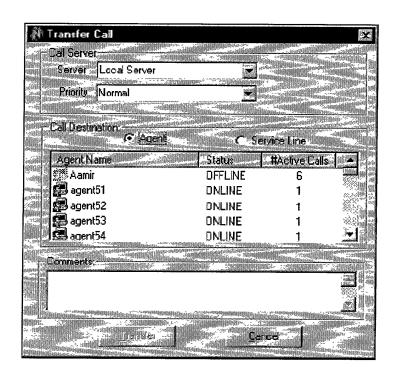


FIG. 6A

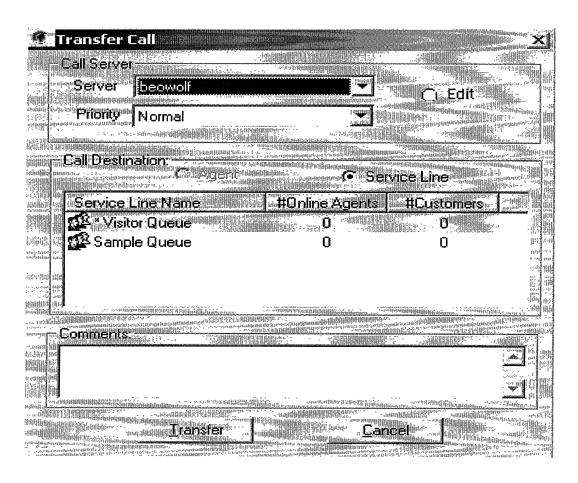


FIG. 6B

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